Hope Therapy & Counselling Services

Equality and Diversity Policy

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At Hope Therapy & Counselling Services, we are committed to providing a safe, inclusive, and non-judgmental environment where every client is treated with respect, dignity, and fairness. This policy sets out our commitment to equality and diversity and explains what you can expect from us.

1. Respect for Individual Differences

We value and celebrate the diversity of everyone who comes to us for support. We approach each person with genuine respect for their culture, identity, values, and personal history. Our goal is always to create a space where you feel heard, valued, and understood exactly as you are.

2. Non-Discrimination

We do not discriminate against clients on the basis of any characteristic protected under the Equality Act 2010, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. We also do not discriminate on the basis of neurodivergent status, national origin, socioeconomic background, or immigration status. Discrimination has no place in our services.

3. Age Inclusivity

Hope Therapy & Counselling Services arranges counselling and therapy for clients from age 16 upwards (clients aged 16 and 17 are matched only with counsellors specifically approved for this work). We do not discriminate on the basis of age, and we are committed to ensuring that younger clients (aged 16 and 17) receive the same quality of care, respect, and confidentiality as adult clients. Please see our Working with Young People Policy for the specific considerations that apply to clients aged 16 and 17.

4. Inclusive Services

Our network of counsellors works with people from all walks of life. Whether you are seeking support for mental health challenges, trauma, relationship difficulties, neurodiversity, identity, or personal development, our counsellors are experienced in working with a wide and diverse range of people and presenting concerns. We tailor our approach to meet your specific needs.

5. LGBTQIA+ Inclusion

We are committed to offering a welcoming and affirming space for people of all sexual orientations and gender identities. If you identify as LGBTQIA+, you can expect therapy that is sensitive and responsive to your unique experiences and challenges. A number of our counsellors have specialist experience in this area, and all work from a non-judgmental, inclusive standpoint.

6. Neurodiversity

Hope Therapy & Counselling Services actively welcomes neurodivergent clients, including those who identify as autistic, ADHD, dyslexic, dyspraxic, or otherwise neurodivergent. We recognise that neurodivergent people may have different communication preferences, sensory needs, processing styles, or ways of engaging with therapy. We are committed to making reasonable adaptations to ensure our services are accessible and effective for you. If you have specific needs or preferences at the outset or at any point in your therapy, please let us know.

7. Accessibility

We understand that accessing therapy can be challenging for a range of reasons. We offer flexible scheduling, online therapy for clients across the UK, and a range of session formats to reduce practical barriers. If you require specific accommodations — such as particular communication formats, extended session times, adapted materials, or any other adjustment — please let us know and we will make every effort to support your access to our services.

8. Cultural Sensitivity

Our counsellors are experienced in working with clients from diverse cultural backgrounds. We are sensitive to the ways in which culture, tradition, faith, and personal history can shape your experiences and your approach to therapy. Sessions are always delivered in a way that respects your cultural values and identity.

9. Confidentiality

Confidentiality is central to the therapeutic relationship. Everything you share with your counsellor is kept confidential in accordance with professional ethical guidelines and UK GDPR, subject only to the limited exceptions described in our Confidentiality Policy.

10. Challenging Discrimination

If you ever feel that you have been treated unfairly or discriminated against by any member of our team or by an affiliate counsellor, we want to know. Please contact us at contact@hopefulminds.co.uk. Our Complaints Procedure is available at www.hopefulminds.co.uk/client-counselling-policies.

11. Ongoing Training

All affiliate counsellors are required to maintain continuing professional development, which includes equality, diversity, and inclusion training. We are committed to continuous improvement in how we serve all clients.

12. Questions

If you have any questions about this policy or need support accessing our services, please contact us at contact@hopefulminds.co.uk or call 0333 043 1850.

Contact us: contact@hopefulminds.co.uk | 0333 043 1850 | www.hopefulminds.co.uk

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